

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, July 11, 2019 at Health & Human Services; Sophie Beaumont Building; 111 North Jefferson Street; Boardroom A; Green Bay, WI 54301

Present: Supervisor Tom Lund, Chair
Vice Chair Paula Laundrie, Craig Huxford, Susan Hyland, Laura McCoy,
Supervisor Alex Tran

Excused: Supervisor Aaron Linssen

Also Present: Erik Pritzl, Executive Director
Jenny Hoffman, Community Services Administrator
Eric Johnson, Finance Manager
Samantha Behling, Interim Hospital & Nursing Home Administrator

1. Call Meeting to Order

The meeting was called to order by Supervisor Lund at 5:15 p.m.

2. Approve / Modify Agenda

LAUNDRIE / HYLAND moved to approve the July 11, 2019 Agenda. The motion passed unanimously.

3. Approve Minutes of May 9, 2019 Human Services Board Meeting

HYLAND / MCCOY moved to approve the minutes dated May 9, 2019. The motion passed unanimously.

4. PUBLIC HEARING ON 2020 BUDGET

The Public Hearing was opened at 5:16 p.m. At this time, no members of the public desired to speak. Supervisor Lund closed the Public Hearing at 5:17 p.m.

5. Executive Director's Report

- a. June 2019 – Report was included with the Agenda Packet.
- b. July 2019 – Executive Director Erik Pritzl provided a verbal update to his June 2019 report by discussing the following:

Secure Residential Care Center for Children and Youth (SRCCCY)

Brown County did submit a proposal as a county. We have been working extensively with staff from the Sheriff's Office for a replacement for Lincoln Hills/Copper Lakes Youth Corrections. Our submitted proposal is for a 24-bed secure residential care center for children and youth and a 32-bed secure detention facility. Currently, secure detention is in a 15-bed unit at Brown County Jail. Under this proposal, those 15 beds would be removed from the Jail.

The cost estimate for construction, non-construction and contingency funding was \$43M. The annual operational costs for this facility are estimated at \$7.2M. Giving us daily rate calculations of \$688 for the secure residential care center and \$175 for secure detention.

This was all submitted to the Grants Committee by July 1, even with the change in legislation, it did not change the deadline. The Grants Committee now has until October 1 to work with the submitted county proposals. There were four submitted proposals to the State — Dane, Racine, Milwaukee and Brown; north of the Madison/Milwaukee line, we are the only facility.

LUND: How much money was put in the (State) budget for the facilities? Because it originally was about one quarter of what was needed.

PRITZL: Enough for one (facility).

LUND: Enough for one, but not for four.

PRITZL: No, and there is still not enough. I think the total is \$80M with the changes made to legislation. That is still not covering all the proposals that were submitted.

HUXFORD: Did they put off the closing for another year or two years?

PRITZL: It got pushed back six months; this has to be operational by July 1, 2021. We have been able to work with an architectural firm that has been involved in design in other places, so they have given us a lot of good information to do our estimate. Once we get past this rough estimate phase, we are probably going to have to invest some funds to potentially work with somebody to refine this.

LUND: We are not going to invest any funds until we get the funding from the State, right?

PRITZL: Not until they tell us we are actually a good candidate for a facility.

LUND: I assume we (Brown County) are not going to have to take out a loan for this facility; the State is going to fully fund it.

PRITZL: 95%.

LUND: So we would fund 5%; and we can fund that out of the half-percent (sales tax)? Or do we have enough money...

PRITZL: There are discussions about how we would fund that when the time comes. There are some parts of this that would be 100% funded if they house females. So the portion that's used for female youth would be at 100% funding, so we would need to carve that out. But we would have to find approximately \$2M.

LUND: All the facilities would be duplicated if we have females? Like we would have to have separate eating areas...everything would need to be separated?

PRITZL: Not eating areas; eating and recreation, classrooms... those can be together. However, you cannot mix secure detention kids with the residential care correctional kids. So you can have some shared spaces, but you cannot co-mingle populations; male and female can share some areas, not sleeping, obviously.

HUXFORD: Is the proposal on the grounds of the current Jail facility?

PRITZL: We are looking at where it could fit, and this is where some of that architectural assistance was — is there a footprint big enough for it. They have identified some footprint space that would work on that campus; there is County land all around the Jail.

HUXFORD: It will open some beds in the Jail?

PRITZL: The 15 beds in (youth) secure detention then would be freed up; it's just a few beds, not very much.

LUND: There are a lot of issues with that because the female population has been going up over the years. If that wasn't the case — if it was all male population going up — it would be a lot cheaper for us. You've got female detention down here and it is outpacing the number of beds, unfortunately.

PRITZL: We are waiting to see what the feedback is from the Grant Committee. They will give us more direction; they will go through scoring and tell us what we need to refine, and if we are able to refine and keep going. We thought this was important for the region and for us.

LUND: It is important for the northern region (of the State)...

LAUNDRIE: I agree.

LUND: ... to have a closer facility than Madison or Milwaukee. Can you imagine if your child grew up in the northern area and then has to go secure detention; to visit your child would be a hike.

PRITZL: It is kind of a reverse; instead of having facilities north with major populations south – Lincoln Hills/Copper Lake being located far away from Milwaukee and Racine – so it is good to have facilities in that area because that's where they are coming from. But now, you have a whole balance of the state that is now going south instead of the reverse of what was happening.

Child Protective Services Study

The study being conducted by the Professional Consulting Group (PCG) is wrapping up now. They have been onsite doing focus groups, interviews and administering a survey. They are taking a lot of data they obtained directly, as well as secondary data sets, to give us a good picture of what we would need to address the CPS area in terms of staffing, procedures, work flows, technology, etc. They will be giving us a picture of what we could do to improve that area. We should get the final version of their report August 1, and we will share the results when they come forward.

Pritzl noted that according to Human Resources, our turnover rate has dropped significantly in 2019. 2018 was a particularly high year (for staff turnover), but 2019 appears to be much lower.

TRAN: Is there a reason why?

PRITZL: We are hoping the study will shed some light on that. The one thing we have heard is pay; the pay improvements have been helpful with recruiting. We are getting better quality applicants and starting pay has helped bring some people in.

LUND: Pay has been pretty flat for 10-15 years and the now the unemployment rate is at 3% or less, so wages are going up and you cannot retain (employees).

PRITZL: We were falling behind other Counties like Oconto where a staff member could go and have a different experience, and we are competitive now. I think we still need to look at the mid-career people — we have had people we have retained for a long time which had the old salary structure which ended up at the top end of that structure. So we had the new people who are starting better, but this middle group of people who are kind of stuck in-between. We are going to have to look at that to retain people.

LUND: The (County) Board has been much more flexible as far as pay and such, because we have to be.

PRITZL: Another thing that came forward is supervision quality is better, too. The time supervisors have with staff is an issue because they have a lot of staff reporting to them, but the actual quality of the supervision is good, the direction they receive, the training is getting better. So there are some positives highlighted there as well.

HUXFORD / LAUNDRIE moved to receive and place on file the Executive Director's Report. Motion carried unanimously.

6. CTC Administrator Report including NPC Monthly Report

- a. June 2019 – Report was included with the Agenda Packet.
- b. July 2019 – Samantha Behling, Interim Hospital & Nursing Home Administrator, distributed her July report, and with no outstanding items from the June report, she discussed the following:

Patient Complaints/Grievances

No client grievances for the hospital during the month of June.

Federal/State Regulatory Concerns

Nicolet Psychiatric Center had no self-reported complaints, and no visits from the State. Bayshore Village Nursing Home disclosed three events which met the criteria for a self-report and State surveyors came to the building and reviewed those. Their review was very positive; there were no findings, we were found to be in substantial compliance after the review of the three self-disclosed events. We may receive something called a past non-compliance; what that means is there was something there initially, but we did enough follow up — education, addressed it, training, etc. — which met the criteria, so there is no citation. They agreed we made the correct decision in self-reporting.

Survey Readiness

Waukesha County had their Psychiatric Hospital survey, and we met with them at a Public Hospital Meeting. We listened intently to things that were reviewed during their process, and we have made action to review our own similar policies, procedures and observations on our own unit. We still have a high focus in ligature risks, so we are constantly assessing the environment making sure it is safe for our clients.

Detoxification Unit Consideration

Over the past few months, a significant amount of time dedicated to whether we can offer this service at the Community Treatment Center. The original intent was to offer detox services on the Community Based Residential Facility (CBRF) Bay Haven. After thorough consideration, meetings with DQA, and the Department of Health Services, we are realizing it is not a possibility. It would require a restructuring of the building and different/additional staffing... so we are not entertaining this anymore. However, we can still entertain the ability to offer detox services with the new Crisis Center addition in 2020.

Crisis Center Addition Planning

We continue to meet collectively to look at the planning. Erik Pritzl will set up a meeting with Owners Representative who works with the architects to start doing schematic design and refining the design and moving ahead. We will be working with Venture Architects but no dates have been scheduled yet, and we'll look at the programs offered, the process and how the flow will work.

Medical Appointments

There were no medical staff appointments in June 2019.

Other Business

An educational in-service was held to clarify the Medical Clearance Procedure with Brown County personnel. It involved local hospitals, the Crisis Center, and other psychiatric facilities in what kind of content we were giving our staff.

The Bayshore Village Nursing Home applied for, and was selected to be, a Wisconsin Caregiver Program Participant. This means the funding provided to DHS will allow people of the community to get their CNA (Certified Nursing Assistant) course paid for; they'll pay for their supplies, uniforms, etc. After completing the program, they can apply to work at one of the chosen facilities, of which Bayshore Village is one. Once they are retained and see

successful performance, they get a \$500 bonus after six months. The overall goal for Wisconsin is attracting employees in that career and retain them.

LAUNDRIE: Your report states "the Crisis Center along with Brown County Community Treatment Center personnel"... are we talking about the Crisis Center through Family Services?

BEHLING: Yes.

LAUNDRIE: We are doing a more combining of efforts, it sounds like?

BEHLING: The Crisis Center services are going to be provided out of CTC once the addition is organized in the year 2020; so we are bringing that on to our campus.

LAUNDRIE: Will they still be overseen by Family Services?

BEHLING: Yes, they will be. But we are also looking at if there is anything we can add to the service such as a nursing staff member that would improve our flow in getting that Crisis Center referral (client) to their needed service more timely. Also, if we could reduce things such as medical clearance in a hospital, if we could do any of that internally, those are the main things we are looking at right now.

LAUNDRIE: That's great.

HUXFORD: It should speed up the process.

BEHLING: That is our intention; hopefully reduce the cost and time associated with getting services elsewhere.

McCOY / HYLAND moved to receive and place on file item 6a, the CTC Administrator's Report for June 2019. The motion carried unanimously.

LAUNDRIE / HYLAND moved to receive and place on file item 6b, the CTC Administrator's Report for July 2019. Motion carried unanimously.

7. Review/Approve CTC QAPI Policy and Plan

This information was included within the Agenda Packet. Since Board Members had time to review previous to the meeting, Behling stated she would not go over the whole item in detail, but would entertain any questions. Behling shared it is a regulatory requirement for this Policy and Plan to be brought before the Human Services Board for approval. No questions were brought forward.

LAUNDRIE / HUXFORD moved to approve and place on file the CTC QAPI Policy and Plan. Motion carried unanimously.

8. Appointment of Antonide Arthus (APNP) to the Psychiatric/Medical Staff Committee

Pritzl asked for this item to be held until the September 2019 Human Services Board Meeting. The appointment did not go to the Psychiatric/Medical Staff Committee because the meeting was cancelled, and the next time it meets is September.

HYLAND / HUXFORD moved to hold the appointment until September 2019 Human Services Board meeting. Motion carried unanimously.

9. Financial Report for Community Treatment Center and Community Services

- a. June 2019 – Report was included with the Agenda Packet.
- b. July 2019 – Finance Manager Eric Johnson discussed highlights from his July 2019 report included within the Agenda Packet.

Community Treatment Center

The results continue to look very good with a favorable bottom line of revenue over expenses. Overall, the facility is well ahead of budget for the first five months, driven mainly by Nicolet Psychiatric Center revenues. The year-to-date census is 13.3 on average, compared to the budgeted 10.7, about 25-30% over budget, which translates into that amount of revenue because there is not a lot of extra costs for those clients on the unit. The CBRF is just above budget at 8.0 compared to the 7.9 budgeted. Bayshore Village, the Nursing Home, is just below budget at 60.1 compared to the budgeted 61.3.

Labor is within budget with good control on labor costs as that was a focus last year.

LUND: Less overtime?

JOHNSON: Overtime in the agency, I think is only used when needed.

LUND: We've had good staffing on that?

JOHNSON: Turnover?

BEHLING: No...

JOHNSON: There is still a challenge with open positions and is often when overtime is used. Overtime is higher than budgeted, but the regular payroll is under, so we are not incurring more overtime than the normal monthly payroll costs.

Community Services

Community Services has more challenges particularly in the area of purchase services that are significantly over budget. A good part of that has to do with Third Party Administrator (TPA) expenses for the CLTS program. That program has expanded significantly, paid by Wisconsin Position Services (WPS) on behalf of the County; higher costs, but also higher revenues that match exactly. We also have continued challenges with Residential Care Center (RCC) placements and correctional facility costs primarily within the Youth Justice area.

HYLAND / LAUNDRIE moved to receive and place on file item 9a, Financial Reports for June 2019. Motion carried unanimously.

HYLAND / HUXFORD moved to receive and place on file item 9b, Financial Reports for July 2019. Motion carried unanimously.

10. Statistical Reports a, b, & c

- a. Monthly CTC Data – Bay Haven Crisis Diversion/Nicolet Psychiatric Center/
Bayshore Village
 - i. June 2019
 - ii. July 2019
- b. Child Protection Services — Child Abuse/Neglect Report
 - i. June 2019
 - ii. July 2019

PRITZL: On the report handed out tonight, so people understand the difference between a CPS Referral and a Service Request — CPS Referrals are abuse or neglect allegations; allegations of physical abuse, neglect, sexual abuse. Service Requests are where there's

an indication of a family needing a service of some sort or something that is of concern. You could see different lower level type of concerns reported that get screened as a service request, but there isn't a specific allegation of abuse or neglect or a specific safety concern. CPS Referrals are actual identifications of child maltreatment.

The third paragraph on the report mentions the June 28 opening of the Brown County Family Center on St. Agnes Drive. Pritzl asked Community Services Administrator, Jenny Hoffman, to share a bit about the grand opening.

HOFFMAN: It was amazing. The media was there; Erik was on TV... It is such a warm and inviting location and center. Our staff put in a lot of time working on it. We are excited — we've already started our visits there. It is going to be a really nice place for families to do their visits. I get choked up thinking about it...

LAUNDRIE: Is it possible to tour there? Are there enough things worth seeing?

PRITZL: It would be good to see it; it would just need to be a time when families are not present.

HYLAND: Could we hold a meeting there?

PRITZL: I don't remember there being a meeting room; there's a kitchen table. There's a kitchen, there's showers, bathrooms, laundry...

HOFFMAN: It provides for teachable moments with the kitchen there.

PRITZL: We will have to figure out a way (to have a tour).

TRAN: Is it overnight then? Why are there showers?

PRITZL: For example, if a child is removed from their home and there is a need to have a shower before getting to the next placement that would be the kind of thing where they could potentially use it. It was already in the facility, it is a former daycare center so there are a lot of nice features to it.

TRAN: So it is not something we added, it was already there, right?

PRITZL: No. The Family Center replaces the Beacon Center that we were using — a strip mall at Military Avenue and Mason Streets. Visits were occurring there and in our conference rooms here (at Sophie Beaumont).

LUND: They would happen during our meeting sometimes.

PRITZL: Yes, you would see parents and children going back and forth. So this is multiple rooms in a very child-friendly location. They have remodeled the whole facility. Neighborworks, working with Capitol Credit Union Young Professionals, Leadership Green Bays, and Friends of Pals all collaborated to create this (Family Center). It is all donated funds and time.

HOFFMAN: There is outdoor space, too, which is really nice.

HUXFORD: Where on St. Agnes Drive?

PRITZL: It is near St. Agnes and Fisk.

HOFFMAN: There is a school there...

LAUNDRIE: That is fabulous.

- c. Monthly Contract Update
 - i. June 2019
 - ii. July 2019

HUXFORD / HYLAND moved to suspend the rules to receive all item 10 statistical reports together. Motion passed unanimously.

LAUNDRIE / HYLAND moved to receive and place on file all item 10 statistical reports. Motion passed unanimously.

11. Request for New Non-Contracted Provider & New Provider Contract

- a. June 2019 – Report was included with the Agenda Packet
- b. July 2019 – Report was included with the Agenda Packet

HYLAND / TRAN moved to receive and place on file item 11a, Request for New Non-Contracted Provider & New Provider Contract report for June 2019. Motion passed unanimously.

LAUNDRIE/ HUXFORD to receive and place on file item 11b, Request for New Non-Contracted Provider & New Provider Contract report for July 2019. Motion passed unanimously.

12. Communication Regarding Human Services Board Attendance

Pritzl requested to speak regarding both items 12 and 13 on the Agenda at this time. Chair Lund agreed, and said both items would still be taken separately.

Pritzl handed out copies of Chapter 5 of the Brown County Ordinances to the Human Services Board Members, which outlines a couple items he wished to address, but does not address attendance. There is not an attendance section; there is board composition under 5.06, and terms (of service) listed, but nothing about an attendance requirement.

PRITZL: I serve on other Boards that do have attendance requirements, so it is not uncommon to see this.

LUND: The County Executive Committee is looking at attendance to all of the committees and boards that are underneath the County Board because there are a lot of meetings that go three months without have quorum. And they are kind of saying, "if you can't make it, something might have to be done."

PRITZL: We are kind of doing things a bit strangely because I am trying to work with what I give Corporation Counsel to consider to help us in looking at an ordinance revision-- that's what governs this structure. The language you have been given (in the handout) is an attendance insert that could be used – this is just some language I came up with based on some other things I've seen. I wanted to put it in front of you so you could give some feedback.

To meet quorum requirements, a Human Services Board Member should make every effort to attend scheduled meetings. The Chair of the Board will discuss attendance with a Board Member when he or she attends less than 50% of scheduled meetings during a 12 month period.

So not a year, but a looking always at a 12 month period rolling forward.

Continued absences exceeding 50% of scheduled meetings during a 12 month period can result in a seat being declared vacant and a request made to the County Executive to appoint a replacement. Prior to a seat being declared vacant, a vote must be taken by a quorum of the Human Services Board supporting this action.

So it isn't a unilateral action of one person, it would actually have to come here to say there is an attendance issue, I have met with the person, the Board Chair would have to talk

about that, and the Board would eventually vote to declare it vacant or not. This is what I have drafted to get the conversation moving if you wanted to go in this direction or if you feel the issue has been resolved, and we don't need to do this, I'm fine with that as well.

LAUNDRIE: I think we need to move forward on this. Things do come up, we are human. We have been on this Board 15 years...

LUND: I think I've been on this Board 17 years...

LAUNDRIE: It has become a big issue; attendance is a big issue.

LUND: It is not fair to have staff come here for a meeting and then we don't have the meeting.

LAUNDRIE: And especially if you know in advance that you are going on vacation; if you know in advance, please let Cathy (Foss) know. It is helpful. I am definitely in favor of this; in fact, I think the percent is pretty low.

HUXFORD: Are we at our full count as far as Board members?

PRITZL: No, we have two vacant seats.

HUXFORD: (County) Board members or Citizen Board members?

LUND: There is enough County Board members; there are three. So there are two citizen members (vacant). The County Executive needs to appoint those members. If anyone knows anybody, submit the names to Erik, and he will forward them to the County Executive.

PRITZL: Ultimately, the County Executive makes the appointment, the County Board confirms, and the person is on the Board.

McCOY / HYLAND made the motion to refer this item back to staff for language to be added to the ordinance, and bring back to the August 2019 Human Services Board meeting. Motion passed unanimously.

13. Communication Regarding Human Services Board Officers Election

Pritzl shared the good news that we are in compliance with elections as described in Chapter 5.05, the Structure of the Board. Under number 4, all elections described shall be held by the Board at an organizational meeting to be convened within 60 days following the effective date of the ordinance codified in this chapter and bi-annually thereafter with those elected service for two-year terms. So it coincides with County Board Supervisor elections.

LUND: So we will have an election next May (2020). The May meeting will have re-elections of officers for this Board.

PRITZL: Now that you have Chapter 5 in front of you, you might want to take some time over the next 30 days to familiarize yourself with it, and then come back with any other things you might see in here, because actually, there are a lot of parts that I found need to be updated. For example, the department reference is now Health & Human Services. Some of the statutory references are outdated. There is a section under 5.07, where it talks about Advisory Committees which we don't have. By County Ordinance, with the subcommittee rules now, you wouldn't create any advisory committees because that is part of the County Board process. I have uncovered quite a few changes that need to be suggested to Corporation Counsel, so if you happen to see anything between now and then...

LUND: So do you think you will have this for August or maybe September?

PRITZL: I submitted some changes, but I have not heard back. I will follow up and see if I can get it for August.

LAUNDRIE / HYLAND made the motion to refer back to staff for changes and brought back to the August 2019 Human Services Board meeting. Motion passed unanimously.

14. Other Matters
None.

15. Adjourn Meeting:
HUXFORD / LAUNDRIE moved to adjourn. Motion passed unanimously.

Supervisor Tom Lund adjourned the meeting at 5:58 p.m.

Next Meeting: Thursday, August 8, 2019 at 5:15 p.m.
Sophie Beaumont Building
111 North Jefferson Street; Boardroom A
Green Bay, WI 54301

Respectfully Submitted,
Catherine Foss
Office Manager